



ComEd[®]
Energy Efficiency Program

COVID-19 Impacts on ComEd EE Program

April 14, 2020

ComEd EE COVID-19 Impacts

- » Over the last month, ComEd has been working diligently to balance our primary objective of protecting the health and safety of our workforce and customers, with the desire to continue to help customers save on their bills in the face of economic challenges and meet statutory mandates
- » Generally, EE work often requires on-premise work and access to customer homes and facilities, thus a number of programs have been suspended or suspended field operations
- » Additionally, due to unemployment and slowing economy, we are already seeing some slow downs and anticipate that households and businesses that lose income may struggle to participate in offerings in the future
- » Current State
 - C&I Offerings (55% of portfolio savings) – team has transitioned to virtual outreach, facility assessments and project verifications, where applicable; face-to-face activities on hold
 - Residential & Income Eligible Offerings (33% of portfolio savings) – appliance & HVAC rebates, lighting & home product discounts, home energy reports and food bank LED distribution are still operational; on hold – Elementary Ed and IE Kits, SF/Multi-Family IE Retrofits, Home (SF & MF) Energy Assessments, Fridge & Freezer
 - Voltage Optimization and Capital Streetlights not impacted (~12% of the portfolio savings)
 - Planning, R&D, Evaluation, and Reporting efforts largely not impacted
- » Team has created weekly tracking tools to monitor field intelligence and program metrics

Residential Impacts

- » Home Energy Assessments: In-home assessment appointments suspended effective 3/17 until at least 4/30
- » Multi-Family Energy Assessments: Property assessments, including direct install and common area projects suspended effective 3/17 until at least 4/30
- » Fridge & Freezer Recycling: In-home pickups are suspended effective 3/17 until at least 4/30
- » Elementary Education Kits: Offering suspended kit distribution until Illinois schools reopen
- » Lighting Discounts (*Market Rate & Income Eligible*): Customers can continue to purchase discounted lighting where sold in stores or at ComEd Marketplace
 - CLEAResult employees will not be visiting retailers to perform retail events or verify and update point of purchase signage
- » Appliance Rebates: Customers can continue to purchase eligible products and receive a rebate or instant coupon where sold in stores or at ComEd Marketplace
 - CLEAResult employees will not be visiting retailers to perform retail events or verify and update point of purchase signage
- » HVAC Rebates: Will continue to provide rebates to contractor or distributors for qualifying HVAC equipment sold and installed
 - CLEAResult employees will not perform in-person QA/QC
- » Home Energy Reports: Enrolled customers will continue to receive reports and notifications with modified messaging

Income Eligible Impacts

- » Income Eligible Single Family, Multi-Family & Public Housing Authority Assessments: In-home assessments and retrofit work are suspended effective 3/17 until at least 4/30
 - DCEO has also suspended all in-person in-take, assessments and retrofits; some CAAs are taking phone applications for future work
- » Manufactured Housing Retrofits: In-home assessment and retrofits are suspended effective 3/17 until at least 4/30 (IC taking calls and advising customers they will get back to them after suspension has been lifted)
- » Food Bank Distribution: Offering will continue to distribute EE products through eligible food banks and pantries
 - Greater Chicago Food Depository could no longer accept lighting products, so food pantries in their network that wish to still participate can place orders directly with the IC, and products are then shipped directly to the pantries
- » Income Eligible Kits: EE kits distribution through agencies is suspended at least through at least 4/30, due to DCEO's suspension of all in-person in-take
 - Working towards an alternative delivery path for kits via direct mail from the Kit supplier, Green Home Experts – at present this will be for distribution of kits that were assembled before the stay-at-home order, stored in warehouse
- » Affordable Housing New Construction: Continuing to process incentives for qualifying projects; onsite verification suspended, but virtual verification methodology under discussion
 - Projects continue at the discretion of the developer and contractors and in compliance with local and state safety laws – seeing some delays

Private & Public Sector C&I Impacts

- » Programs that will continue to offer and process incentives: Standard, Custom, Small Business, Instant Discounts, Retrocommissioning, Street Lights, New Construction, Industrial Systems (new studies/investigations on hold), Non-Profits, Telecommunications, Agriculture, Grocery, and Distressed Communities
 - In-person or on-site customer/distributor work/events performed by ComEd staff or implementation contractor will be postponed or converted into virtual meetings
 - Field inspections will be replaced by virtual inspections, photo verification, and remote data collection (in some cases, in discussion with Guidehouse)
 - Have noted growing Virtual RCx participation
- » Small Business Kits: Was always structured as a “remote” offering, so shipments continue; outbound calling to generate participation is being done by CSRs working remotely
- » Strategic Energy Management – Have had to shift cohorts and SEM workshops to be remote vs. face-to-face; have initiated virtual “treasure hunts” with customers
- » Facility Assessments: Shifted to virtual assessments; starts with Smart Meter data analytics (BEA) and thorough interview; engineer in-person walkthroughs and deliveries postponed or converted to virtual meetings
- » Leveraging data analytics to target most impacted customers for assistance

Other COVID-19 Impacts

» R&D

- Opportunity scouting – Other than conferences and events being cancelled, expect little impact to ongoing screening for new technologies, reviewing pilot proposals, and the team's ongoing development of internal concepts. It's possible that EE ICs and other industry partners pause in submitting R&D proposals for some time due to their resources being tied up elsewhere.
- Pilots and research projects – Majority of pilots/projects are continuing. 22 pilots/projects are continuing (some with changes in execution, but no major delays expected). 9 pilots had to be ended, or we anticipate a major delay due to paused activities.

» Evaluation – Guidehouse has suspended all field work, do not anticipate any impact to 2019 evaluations

» Call Center – Have begun implementing work-from home procedures on a rotating basis to ensure that everything is in-place for a full-scale transition, if necessary

» Voltage Optimization and Capital Streetlights work continues

ComEd EE COVID-19 Impacts Conclusion

- » Although ComEd has found ways to keep much of its portfolio active and driving savings for customers in the face of COVID-19, we do anticipate it to impact portfolio spend and savings, depending on the duration of the suspension
- » At this point, many reasons for this – all hard to predict and/quantify – including but not limited to:
 - Expect to see a delayed impact to the C&I market – had strong pre-COVID pipeline of C&I projects, but anticipate seeing those complete in next ~month, and then see offering impacts based on economic challenges
 - Suspended Residential offerings will not necessarily be able to flip an immediate “on” switch – some ICs have furloughed/laid off employees; once they reopen, CAAs will have pressure to spend Federal funds first
 - Unknowns – how long will it take for residential and/or C&I (e.g., hospitals, schools) customers to be comfortable allowing outside parties in their homes/facilities? How will economic impacts limit customer ability to participate in programs over the long-term?
- » These impacts may put ComEd’s 2020 spend and savings targets at risk, ComEd is currently evaluating potential avenues for relief